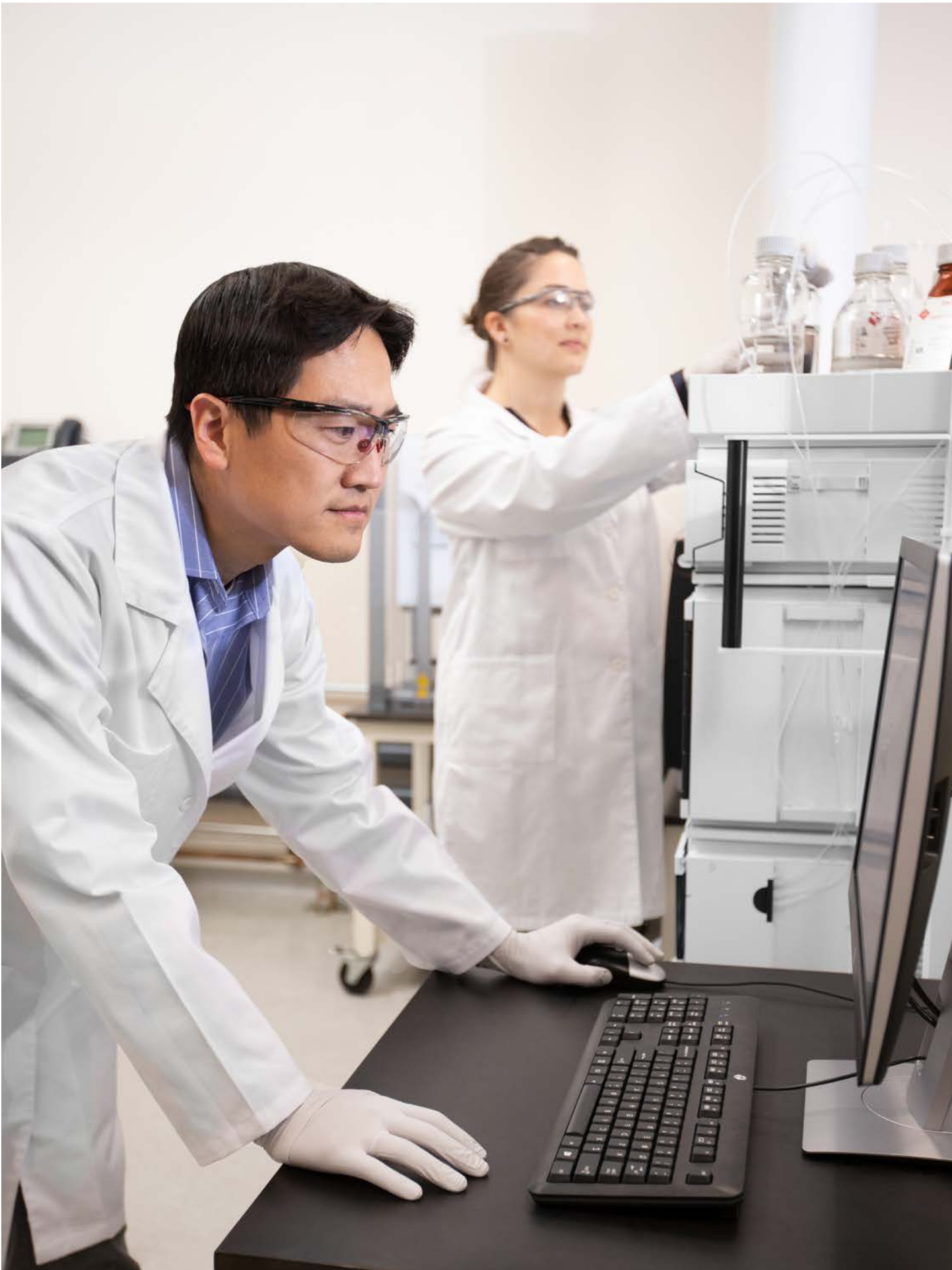


# Quality at Agilent

Agilent earns customer loyalty by providing products, services, and answers of the highest quality and greatest value.





# Our Commitment to Quality

At Agilent, we drive quality through our Quality Management System (QMS) processes. This commitment is exemplified in a single, company-wide Agilent quality policy: **Agilent will earn customer loyalty by providing trusted answers through continuous improvement of products, services and interactions of the highest quality and greatest value.**

At Agilent, we know that our customers depend not only on our leading-edge technologies, but also on the superior quality that underlies all of our products, services and support. Since all customers perceive quality differently, we listen carefully to how they define it. We then ensure that we meet and exceed their expectations. That's how we earn some of the highest brand preference scores from the customers in the industries we serve.



## To achieve our commitment to quality we will:

- Ensure that all of our products comply with applicable safety and regulatory requirements.
- Ensure our products meet or exceed their published specifications.
- Maintain and continually improve the effectiveness of our product and service business management systems to conform at a minimum to ISO 9001 Quality Management Standard or more stringent or legally required standards as dictated by specific markets.
- Continually monitor and improve customers' total experience.
- Establish quality requirements for suppliers, partners, and contractors and hold them accountable to comply.
- Treat customers in accordance with Agilent's Standards of Business Conduct and Privacy policies.

# Company-wide Quality Leadership



## Leadership, responsibilities, and decision-making processes

Every year Agilent's chief executive officer and president and top management outline the company's Measures of Success, which provide focus areas and related goals that the company aims to reach over the next fiscal year. Measuring performance toward these goals through the Executive Quality Management Review process and related Business-level Management Reviews serves as a report card of our progress.

To achieve the Measures of Success, each business group president is responsible for establishing and executing strategic business plans, achieving financial performance goals and supporting and practicing our One Agilent company values.



### **Business group presidents are also responsible for:**

- Ensuring that their organization is aligned to satisfying customer requirements
- Managing resources and making budgeting decisions
- Directing support organizations on what they need to do to ensure that customer requirements and business goals are met
- Validating that quality processes remain suitable, adequate, and effective for their business
- Ensuring we act in a seamless manner to ensure we are meeting Agilent expectations

## The One Agilent quality management system

Each of Agilent's business and general services groups maintains alignment with the One Agilent Quality Management System through established business processes.

### Business and general infrastructure processes:

- Ensure the availability of trained resources
- Define and ensure comprehensive customer requirements are implemented into products and services in order to meet or exceed customer needs
- Set and measure performance against business-specific quality and customer satisfaction objectives
- Ensure process effectiveness, compliance with applicable regulations/standards
- Ensure that responsibilities and authorities are clear and constantly monitor the scope and quality of the services provided
- Measure and continuously improve key quality processes
- All new employees are required to complete training that introduces them to the Agilent Quality Policy
- Annual QMS refresher training is required to help reinforce the foundation of our quality culture for employees' company-wide and creates linkages between quality practices and our company's Measures of Success
- Agilent's top management is engaged with business processes to ensure alignment with the One Agilent Quality Management System. This is managed through QMS processes such as Document Management, Design and Development Processes, Production and Process Controls and Post Market Surveillance.
- Deficiencies in the effectiveness of processes lead to prompt, corrective action to eliminate or minimize the root cause and the potential contributing factors
- Customer surveys are utilized to gather feedback on customers' experience with Agilent across all engagement points and with products and services

### Quality as our customers see it

At Agilent, we define product quality as meeting requirements and customer-perceived value. That's why we ensure that our products and services are delivered to the level and quality our customers expect.

Certification to international standards gives our customers confidence in Agilent's quality systems and overall manufacturing processes.

Our QMS and manufacturing operations conform at a minimum to the international quality management standard, ISO 9001. Business groups that create diagnostic products are certified to higher standards such as ISO 13485, U.S. Food and Drug Administration regulations, and other global regulatory requirements as defined by the appropriate health authorities.

# Global Standards



## Agilent ISO certifications

Agilent maintains multiple external certifications to various ISO quality standards such as ISO 9001 (Quality), ISO 13485 (Medical Devices), ISO 17025 (Testing and Calibration Laboratories), ISO 14001 (Environment), and ISO 27001 (Information Security).

Each type of certification requires continual monitoring for compliance to the applicable standard by an outside, independent authority.

Customers can access our ISO certificates and related resources on our [Agilent Quality Policy and Resources website](#).



### Monitoring Global Regulations

Agilent monitors global regulations and updates quality processes as needed to meet product requirements and our customer needs. Agilent operates in 110 countries with facilities around the world and manufacturing sites in Europe, Singapore, China, Denmark and the United States.



## Global regulatory compliance

Agilent is committed to adhering to product and environmental, health, and safety requirements to ensure the wellbeing of our customers, employees, communities, and environments where we operate.

### Examples of environmental, health and safety regulatory compliance processes includes:

#### Restriction of Hazardous Substances (RoHS)

- Agilent products adhere to global environmental regulations such as those in the European Union, China, and United Arab Emirates.
- Agilent continues to monitor other global and local regulations to ensure that products adhere to local requirements.

#### Waste from Electrical and Electronic Equipment Directive (WEEE) and Product Take Back

- Agilent products meet the WEEE legislation requirements. Agilent will supply product information to treatment facility operators as needed to separate any hazardous parts before recycling.
- Agilent aims to minimize the environmental impact of its products and operations. Re-use programs are offered for selected Agilent products, which address the requirements posed by WEEE.

#### Registration, Evaluation, Authorization, and Restriction of Chemicals (REACH)

- Agilent products adhere to environmental regulations established by the European Union requiring a chemical registration requirement known as REACH.
- A goal of REACH is to identify certain substances that are manufactured or imported into the EU.

#### Laser Safety

- Agilent products maintain adherence to regulatory requirements for laser safety to ensure that the product performs as expected in the hands of the customer.
- Agilent provides laser safety training, controlled environments, and personal protective equipment for employees working with lasers. Safety controls provided are appropriate for the class of laser being used in accordance with ANSI Z136.1.



## Global infrastructure compliance

Centrally managed services shown below are provided to our business groups. Requirements associated with the services are defined by the business groups according to customer needs and regulatory requirements.

Well-defined roles, responsibilities, monitoring, and escalation processes provide clear accountability to ensure our customers' expectations are met.

### Centralized services include:

- Order Fulfillment
- Logistics
- Human Resources
- Workplace Services
- Environmental Health and Safety
- Information Technology
- Enterprise Regulatory, Quality and Medical/Clinical Affairs
- Global Sourcing
- Global Tax
- Global Finance/Sarbanes-Oxley Act
- Compliance



## The Agilent quality and regulatory leadership team

A team of quality and regulatory leaders ensures that Agilent's overall quality objectives are met by participating in the ongoing review and maintenance of the quality policy, quality manual, and the top-level quality management system. The team is appointed by top management and represents all of our business groups.

Regularly scheduled quality management reviews ensure that all quality-related requirements, including the defined quality objectives, have been appropriately identified and are being met.

Identified deficiencies are corrected and monitored to ensure that the One Agilent Quality Management System across the business continues to be effective in meeting Agilent's stated quality policy and customer requirements.

## Company-wide quality requirements

Agilent offers a broad portfolio of products and services to customers in more than 100 countries. Protecting and sustaining our reputation for quality is a priority. Agilent's team of quality and regulatory leaders establish company-wide requirements that meet global regulations and help us maintain this brand promise.

### These requirements ensure that:

- We create products that comply with safety and regulatory requirements
- Our products meet specifications
- We monitor and improve our customers' total experience
- We maintain and monitor a supply chain with suppliers, partners, and contractors according to customer needs
- We treat customers in accordance with our Standards of Business Conduct and Privacy Policies



### Supplier Management

Agilent engages with multiple suppliers in order to sustain our portfolio of products and services to customers. Agilent holds its suppliers to high quality specifications according to customer needs.

## Continuous improvement

Continuous improvement is fundamental to Agilent's quality culture. It is a cornerstone of the way we develop innovative products and services that deliver value for our customers.

Agilent conducts regular customer surveys and uses these results along with other customer satisfaction data to identify and drive areas of improvement that can include product development, supplier management, and improved efficiency of existing QMS processes.

Agilent also has an internal audit group that tracks regulatory compliance by monitoring quality across all Agilent businesses, manufacturing sites, and processes. These internal audits identify areas for continuous improvement and prepare Agilent for visits from external assessors and inspectors required to maintain our compliance to global regulations.



### Agilent Customer Experience

The Agilent Customer Experience survey helps us understand how our customers feel about doing business with us. It assesses our customers' experience with Agilent from their point of view so that Agilent can take a unified and customer-centric approach to customer experience improvement.



Learn more on our quality website:

**[www.agilent.com/quality](http://www.agilent.com/quality)**

Buy online:

**[www.agilent.com/chem/store](http://www.agilent.com/chem/store)**

U.S. and Canada

**1-800-227-9770**

**[agilent\\_inquiries@agilent.com](mailto:agilent_inquiries@agilent.com)**

Europe

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